Are you going through a difficult situation?
Are you having a conflict with someone?
Do you feel like you’ve been treated unfairly?
Are you going through a difficult situation?
Do you have questions about a University policy?

The Ombuds Office is:
- A Confidential and safe space to discuss your situation
- Neutral and impartial
- Independent and unaligned within the University
- An Informal and low-risk venue

*The words in bold correspond to the International Ombuds Association (IOA) Standards of Practice.

The Ombuds Can:
- Listen and serve as a confidential sounding board.
- Coach you through your conflict.
- Help you generate options and evaluate what option is best for your situation.
- Help you reframe your situation and see it from multiple perspectives.
- Answer your questions about University policy, procedures, and formal channels.
- Educate you on conflict resolution, communication, restorative justice, and self-advocacy.
- Mediate conflicts.
- Facilitate difficult conversations among individuals or larger groups.
- Offer training in conflict resolution and communication strategies.
- Identify systemic trends and report them to University leaders before they escalate.
- Recommend changes in policies and procedures to University leaders.

The Ombuds Cannot:
- Accept notice on behalf of the University.
- Advocate on behalf of anyone or on behalf of the University.
- Make binding decisions or change policies.
- Participate in any formal process, procedure, or investigation.
- Create records with identifiable information.

Meetings can be held over the phone, via video chat, in-person at our office, or in-person at a location convenient to you.

Ombuds Office
201 West Cherry Road | Seneca, SC 29678
**Find us on the View/Pier CATbus line | www.clemson.edu/ombuds

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University Ombuds for Staff
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If you are unsure how to move forward in any way, we’ll help you work through it.